

# Miami Township

Trash, Recycling, and Yard Waste  
Survey  
2014

# Survey Background

- Miami Township Trash Survey
  - Created survey with Survey Monkey
  - Total of 17 questions
  - Put on website and social media outlets on May 30<sup>th</sup>
  - Special BOT meeting on June 3<sup>rd</sup> to discuss trash
  - Two articles were run in the DDN on June 8 and on June 20
  - Taken down on June 22<sup>nd</sup>

**371** people responded to at least one question. This is 102 more people than took the survey in 2012.



**SurveyMonkey.com**  
because knowledge is everything

# Survey Layout / Questions

- The survey was broken up into five main sections:
  - Township Resident Information (Q1-4)
  - Demographics, General Satisfaction (Q5-8)
  - Service Model Questions (Q9-11)
  - Payment Option Satisfaction (Q12-14)
  - Public Works Leaf Pick-Up (Q15-16)

# Township Resident Information

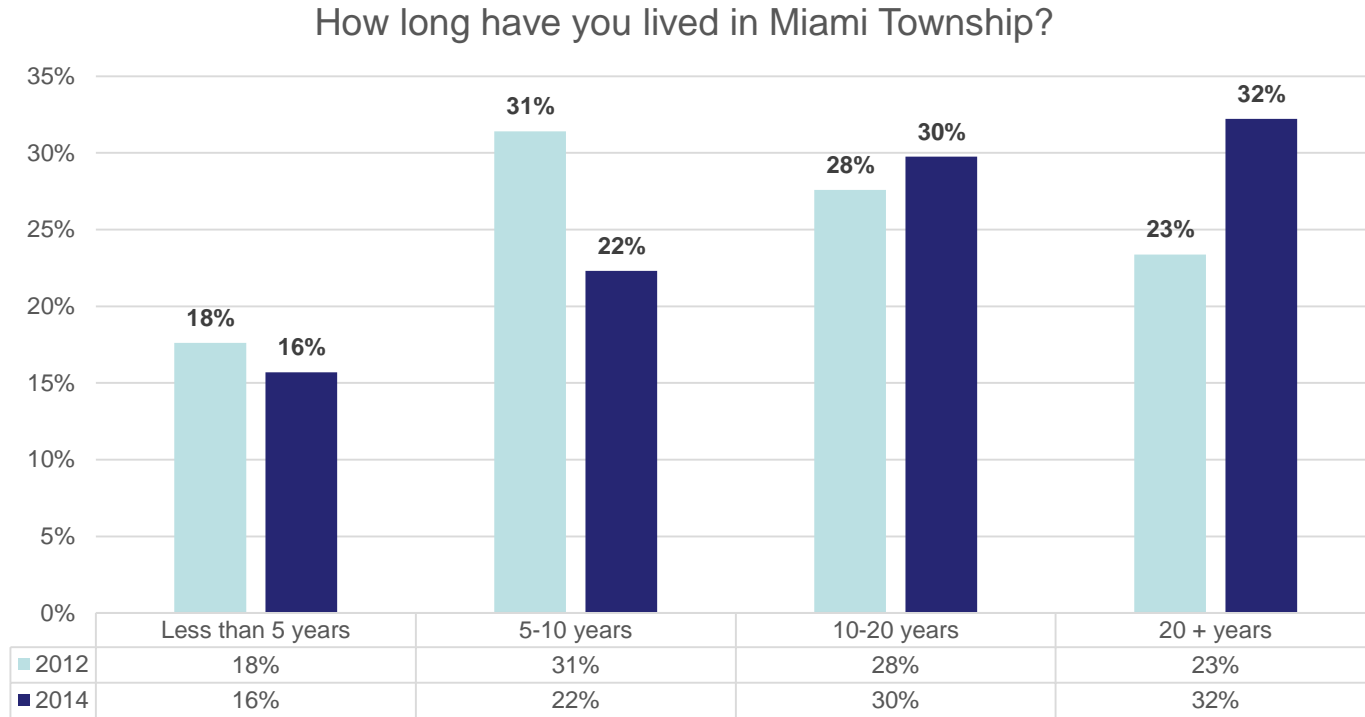
# Survey Layout / Questions | Township Resident Information

1. What is your name?
2. What is your street address?
3. What is your email address?
4. Would you like your email added to the Township Email News list? This includes getting the newsletter sent to you when it is available.

**Roughly 71% of the people who took the survey provided their email address (263 accounts)**

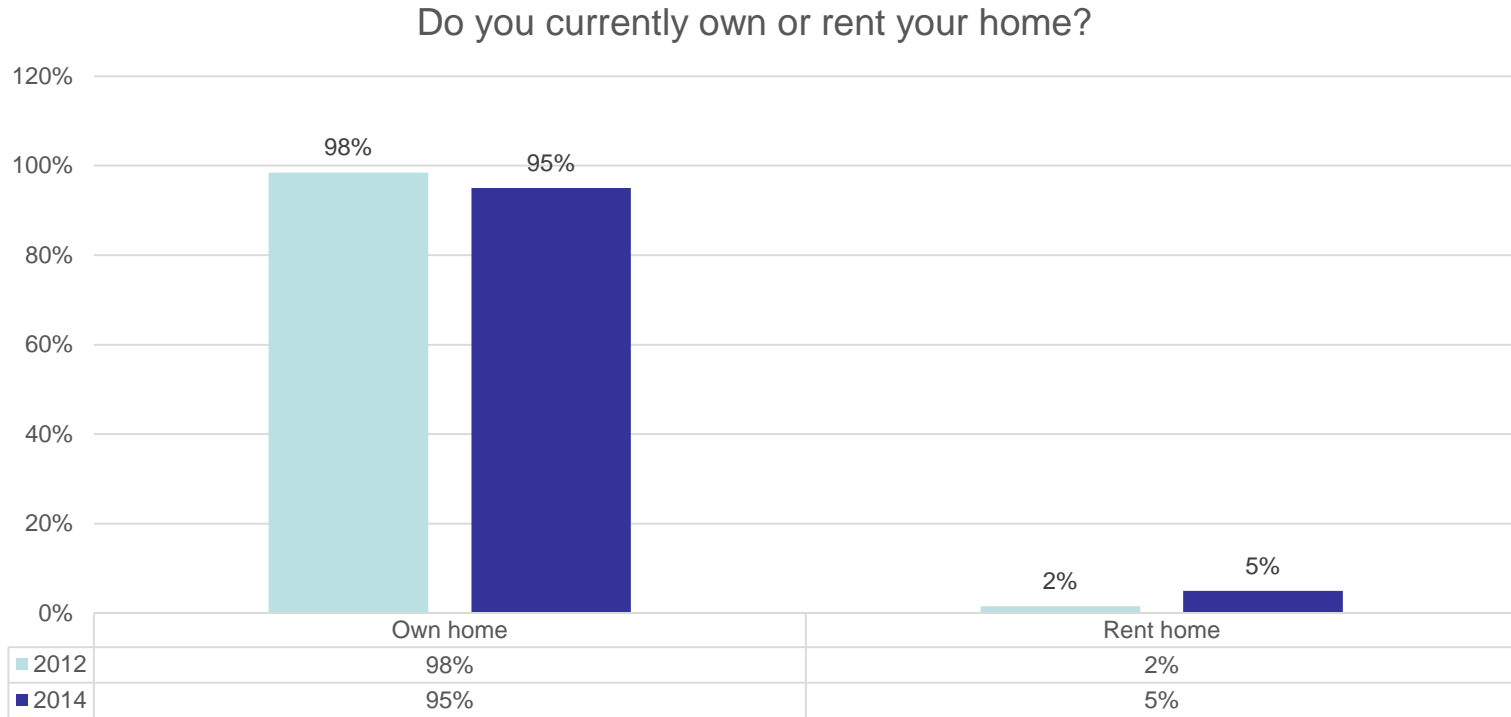
# Demographic / General Satisfaction

## 5. How long have you lived in Miami Township?



**82%** of people surveyed have lived in the Township for over 5 years

## 6. Do you currently own or rent your home?

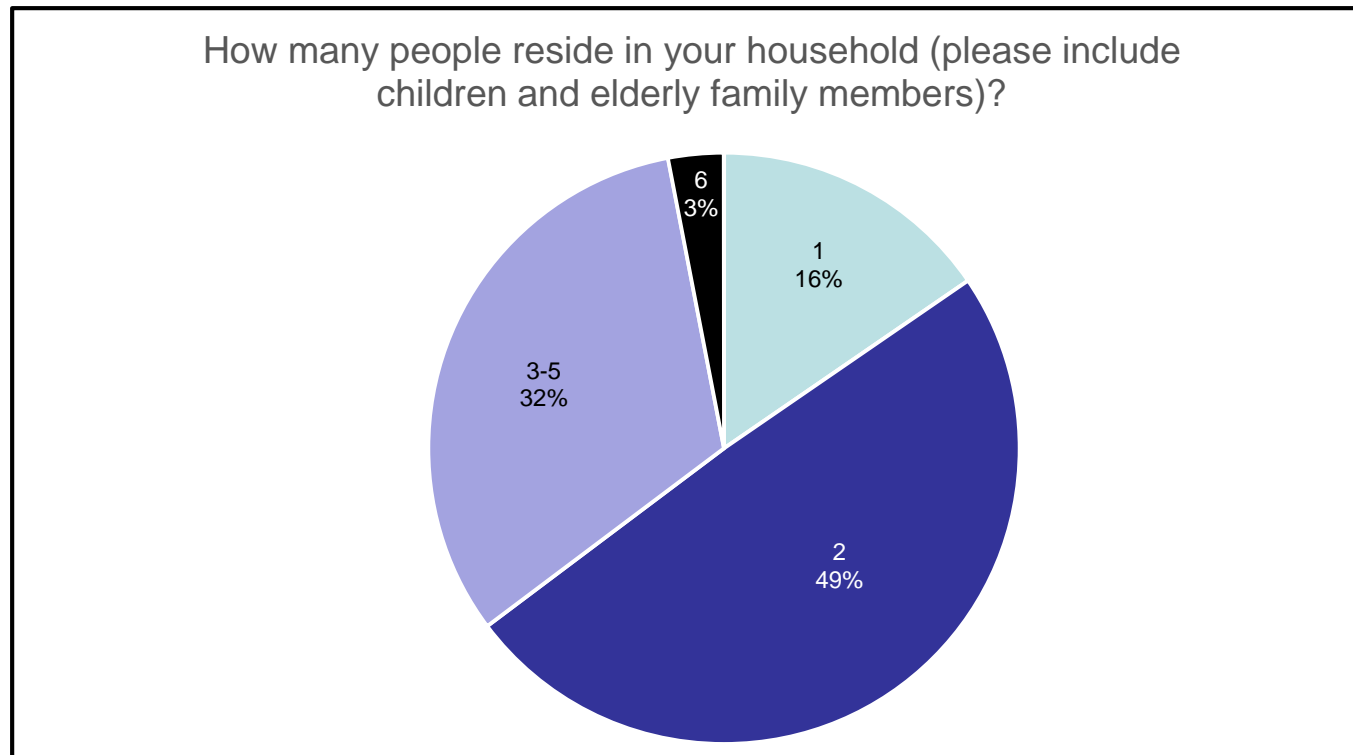


**95%** of people surveyed own their home



# Survey Layout / Questions | Demographics, General Satisfaction

7. How many people reside in your household (please include children and elderly family members)?



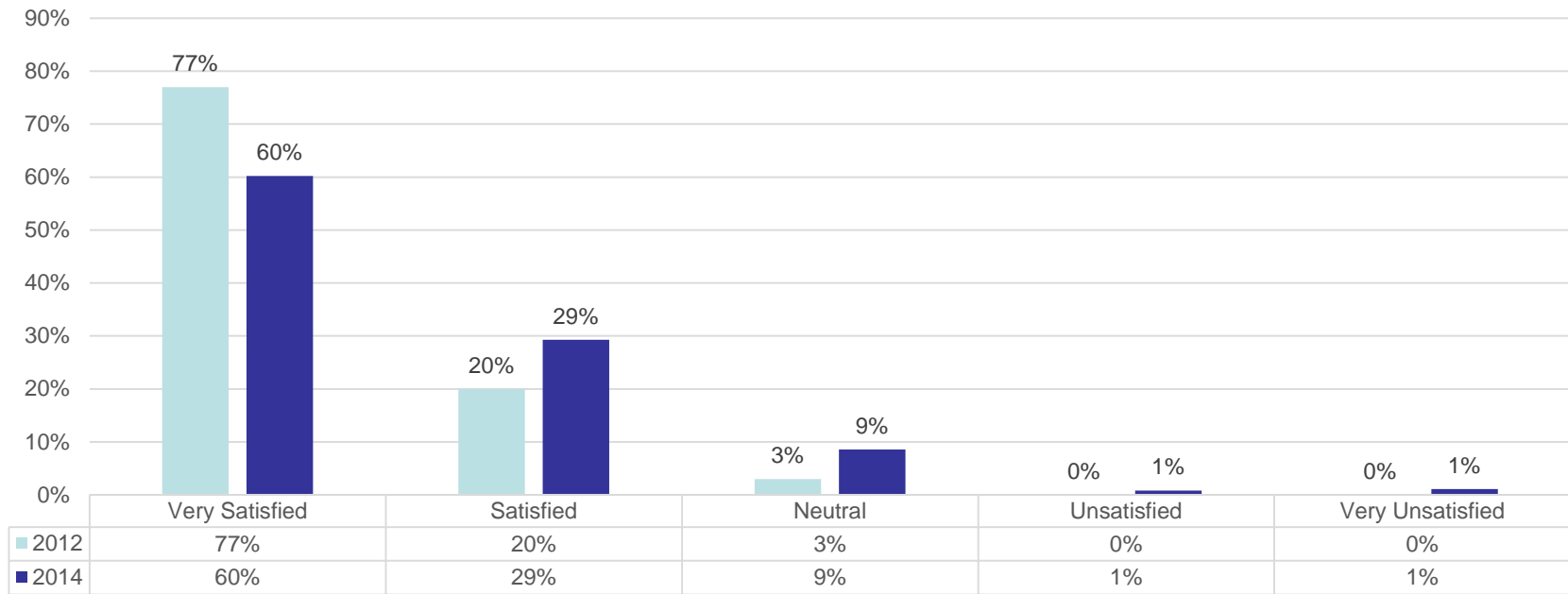
**65%** of people surveyed have two or fewer people living in their home

8. The following questions will gauge your satisfaction with the current system of trash, recycling, and yard waste collection...
  - ❖ Broken down into Very Satisfied, Satisfied, Neutral, Unsatisfied, and Very Unsatisfied

# Survey Layout / Questions | Demographics, General Satisfaction

- Question 8
  - Current Pick-Up Day

Current Pick-Up Day

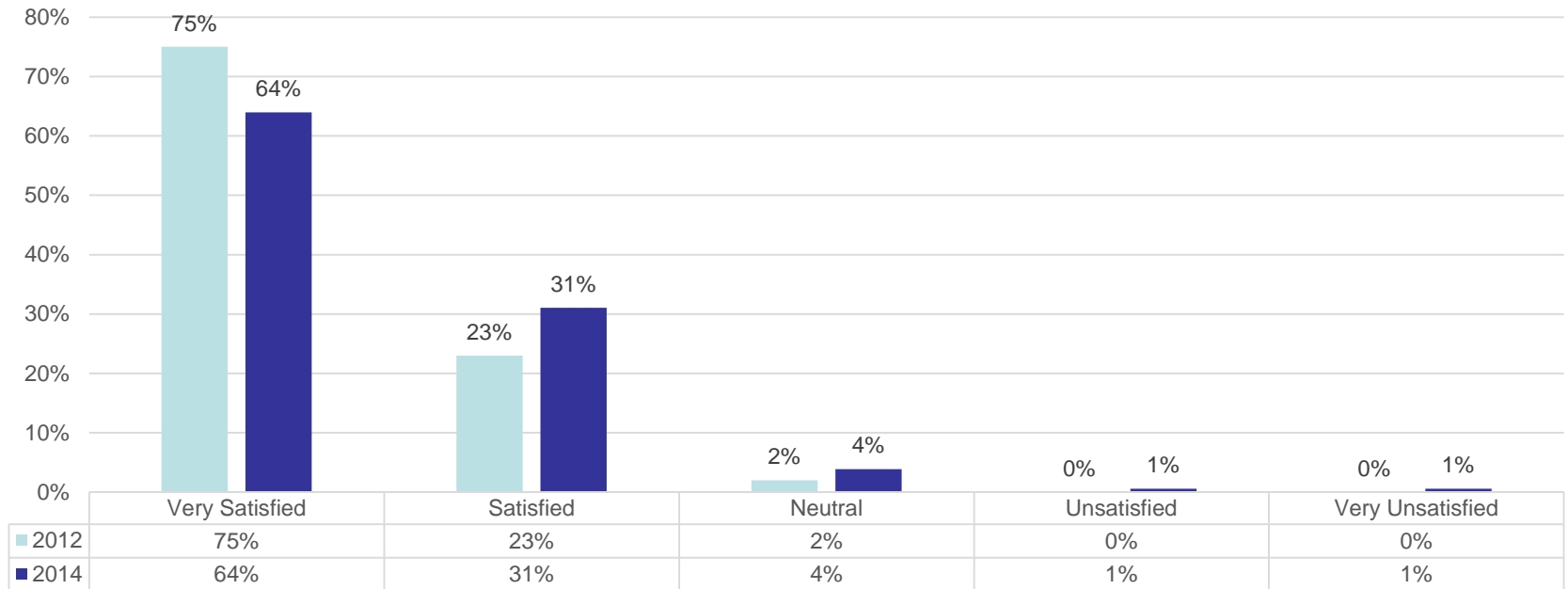


❖ **89%** of people surveyed were either satisfied or very satisfied

# Survey Layout / Questions | Demographics, General Satisfaction

- Question 8
  - Number of Collections per Week

Number of Collections per week

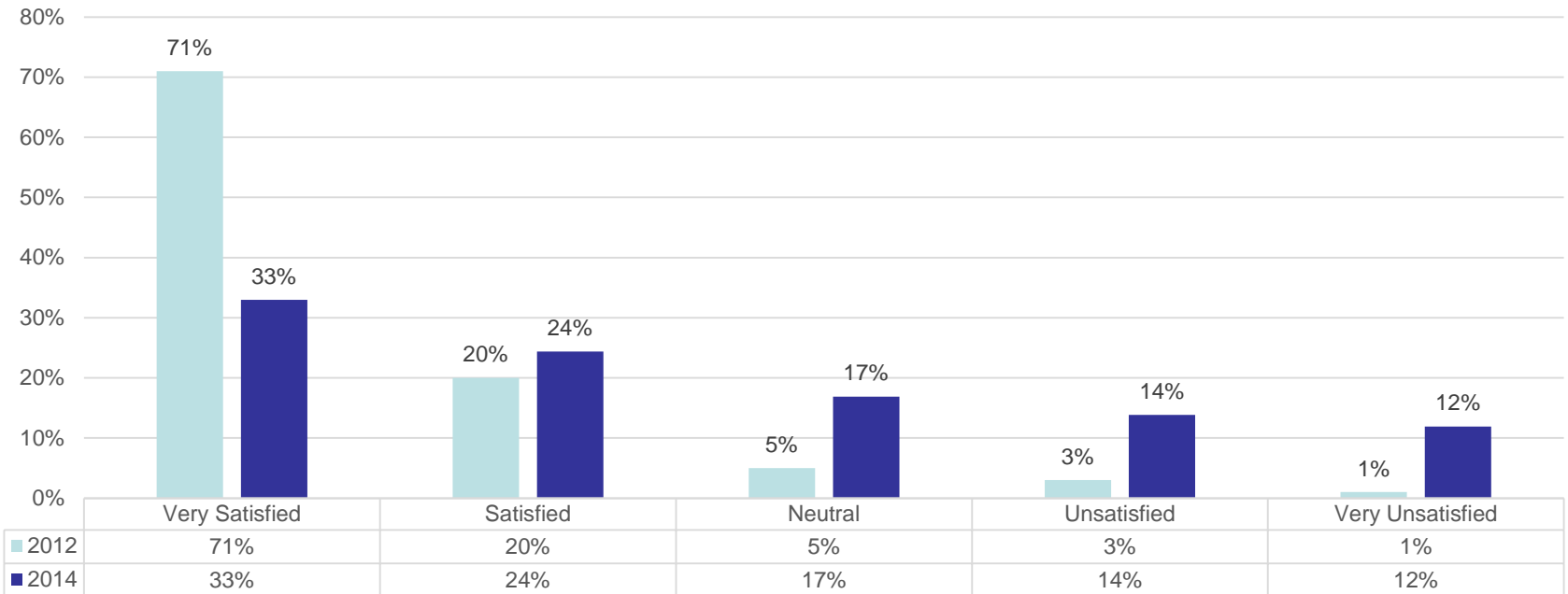


**95%** of people surveyed were either satisfied or very satisfied

# Survey Layout / Questions | Demographics, General Satisfaction

- Question 8
  - Recyclables Collection

Recyclables Collection

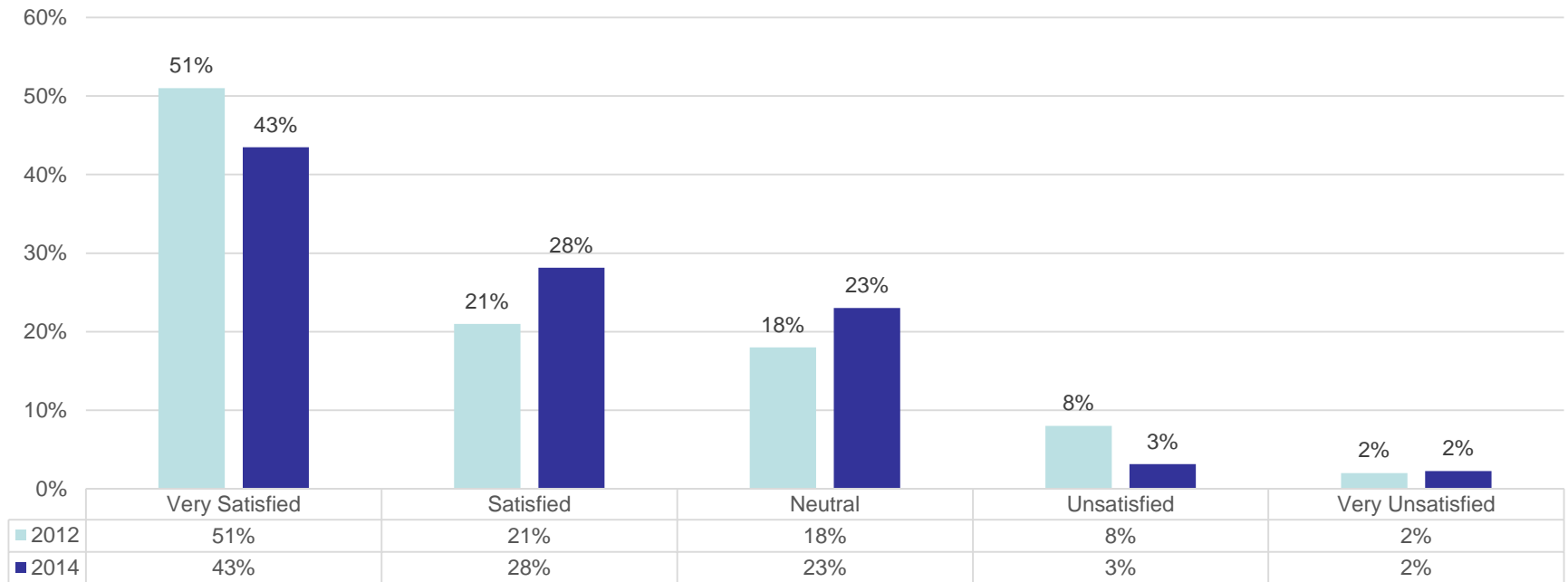


**57%** of people surveyed were either satisfied or very satisfied

# Survey Layout / Questions | Demographics, General Satisfaction

- Question 8
  - Yard Waste Collection

Yard Waste Collection

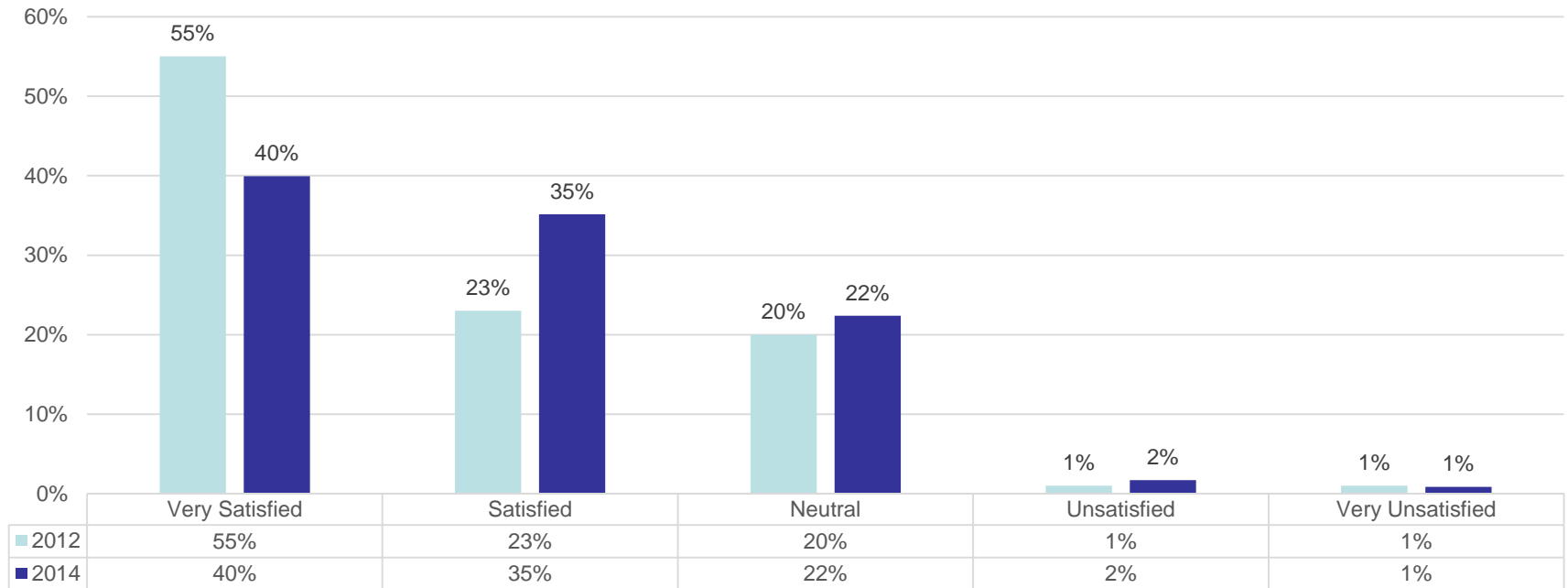


**61% of people surveyed were either satisfied or very satisfied**

# Survey Layout / Questions | Demographics, General Satisfaction

- Question 8
  - Bulk Item Pick-Up Collection

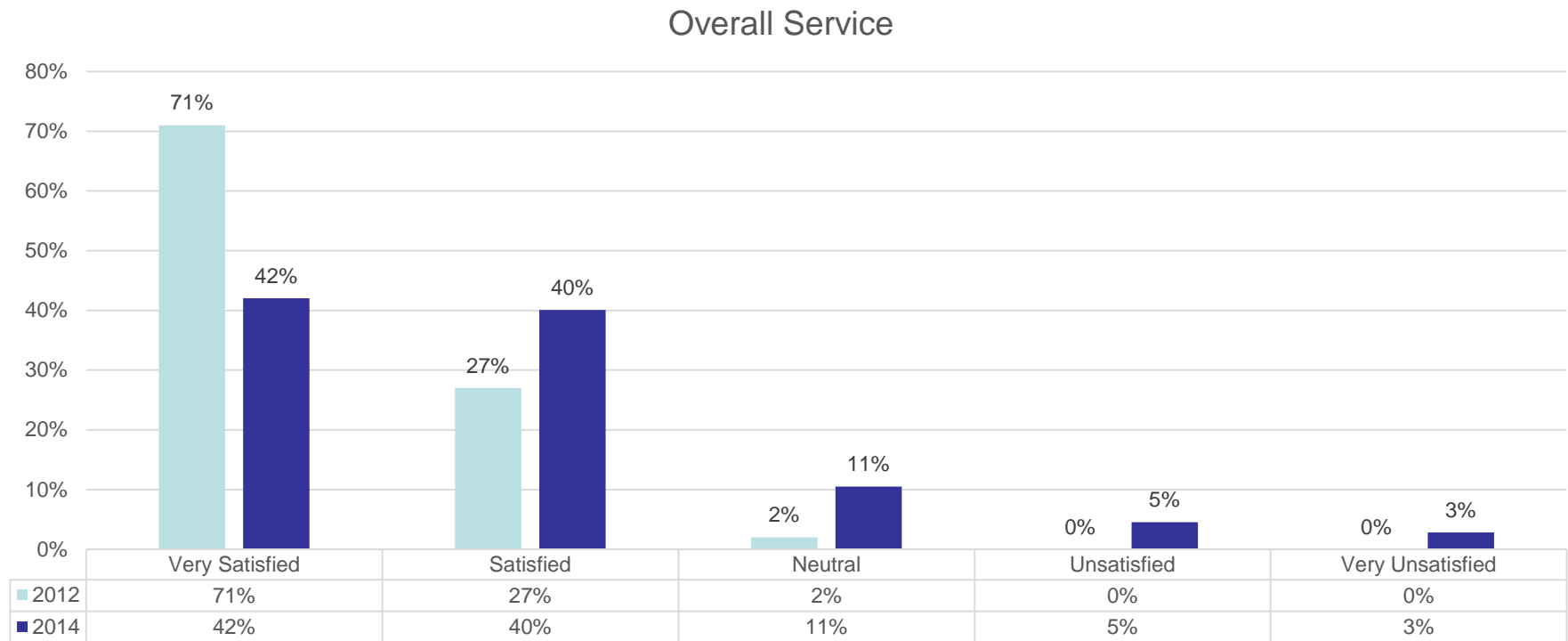
Bulk Item Pick-Up Collection



❖ **78%** of people surveyed were either satisfied or very satisfied

# Survey Layout / Questions | Demographics, General Satisfaction

- Question 8
  - Overall Service

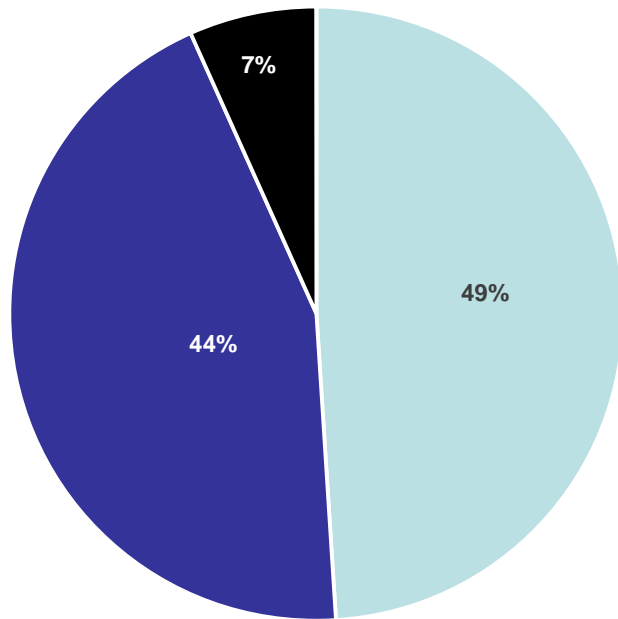


❖ **82%** of people surveyed were either satisfied or very satisfied



# Service Model Questions

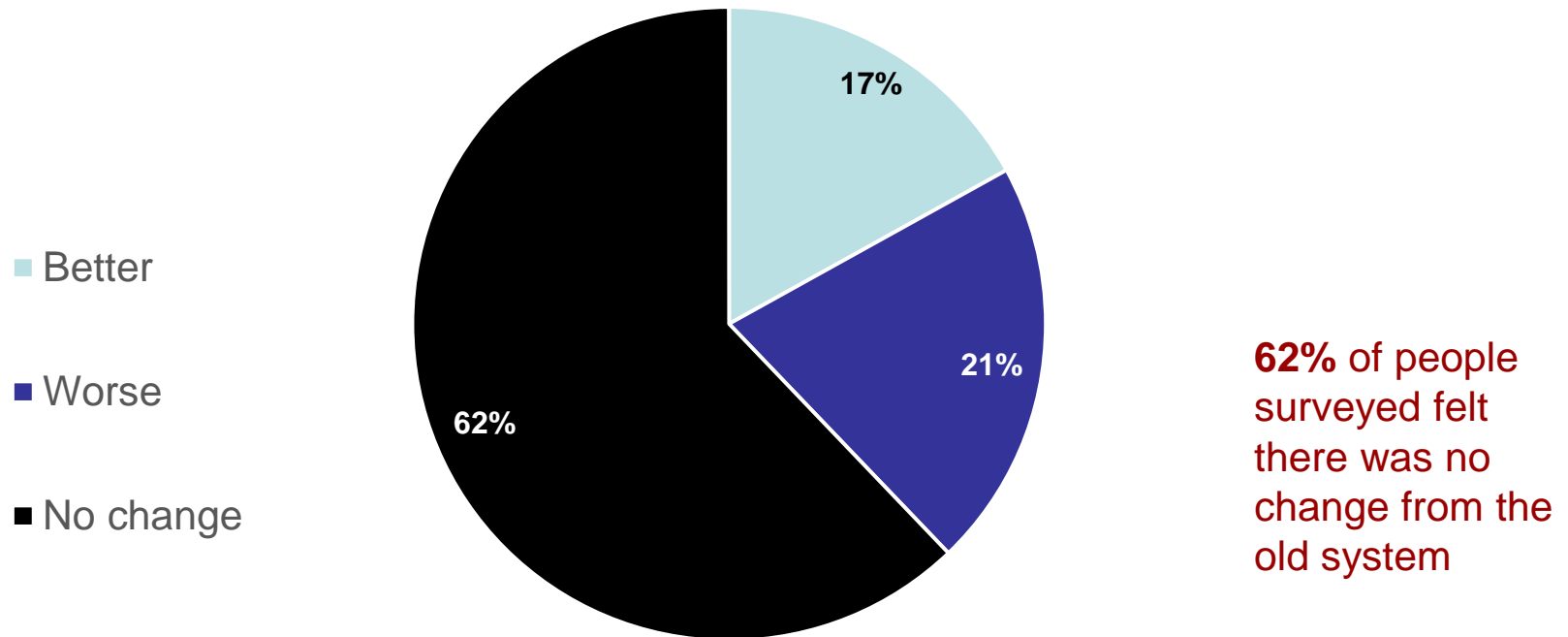
## 9. Which of the following do you MOST support?



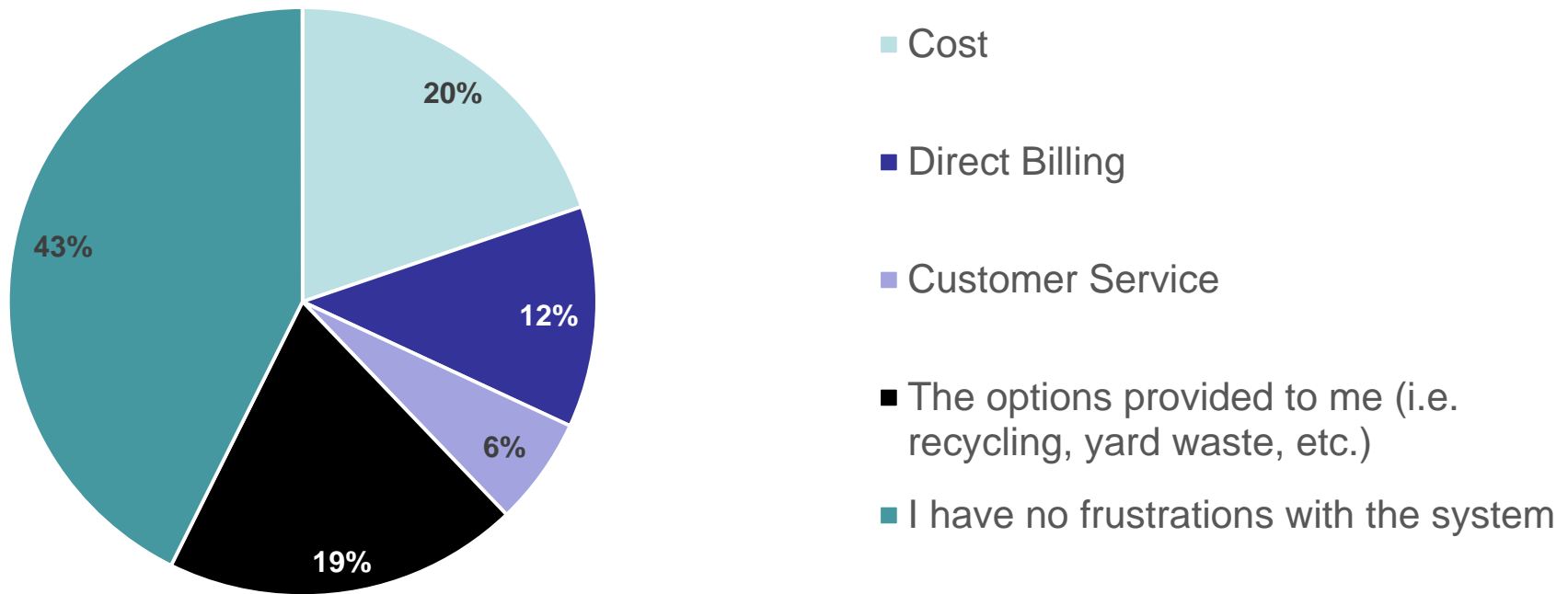
- Keep the trash, recycling, and yard waste program that was implemented in July of 2013 the same. This is where the Township holds a contracted rate and I pay the trash hauler directly.
- I would rather pay for my trash pick-up through my property taxes, similar to what was done prior to 2013.
- I would prefer that the Township not be involved in trash pick-up and allow me to negotiate as an individual directly with trash haulers.

**49%** of people surveyed want to keep the trash service the same.

10. Do you believe that you have received better or worse service since the service model was changed in 2013 from a levy based system?



## 11. What has been your BIGGEST frustration with our current service model?

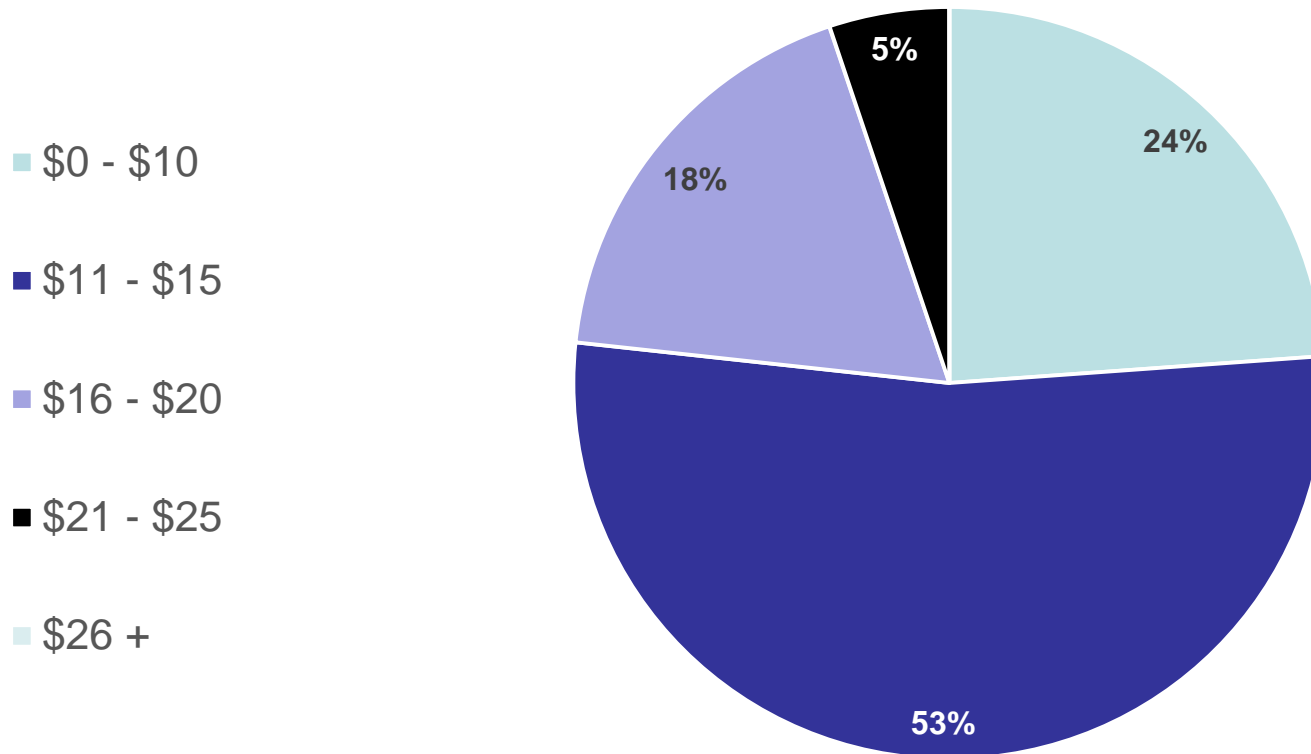


**43%** of people surveyed said they have no frustrations with the current system

# Payment Option Questions

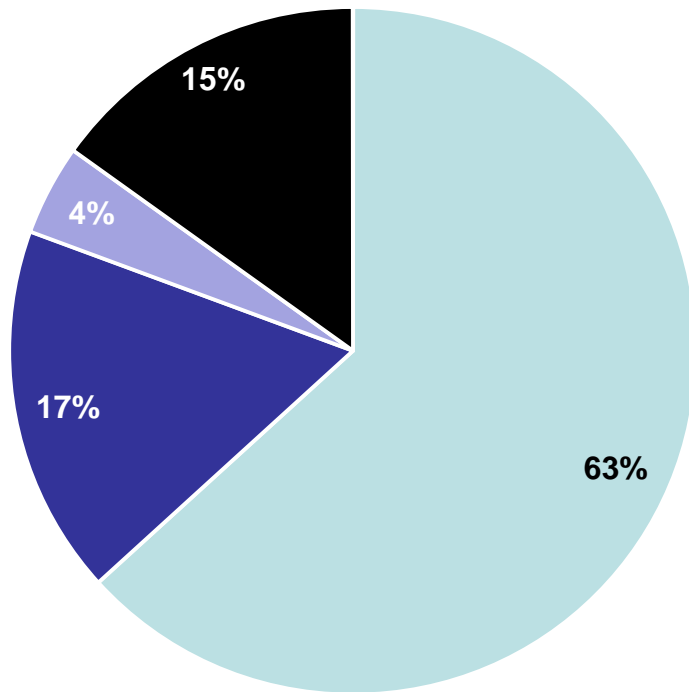
# Survey Layout / Questions | Payment Option Questions

12. What is a reasonable amount to pay per month for Trash, Recycling, and Yard Waste Collection services?



**53%** of people surveyed felt that \$11-\$15 per month was reasonable

## 13. What are you most concerned about with the trash service model?

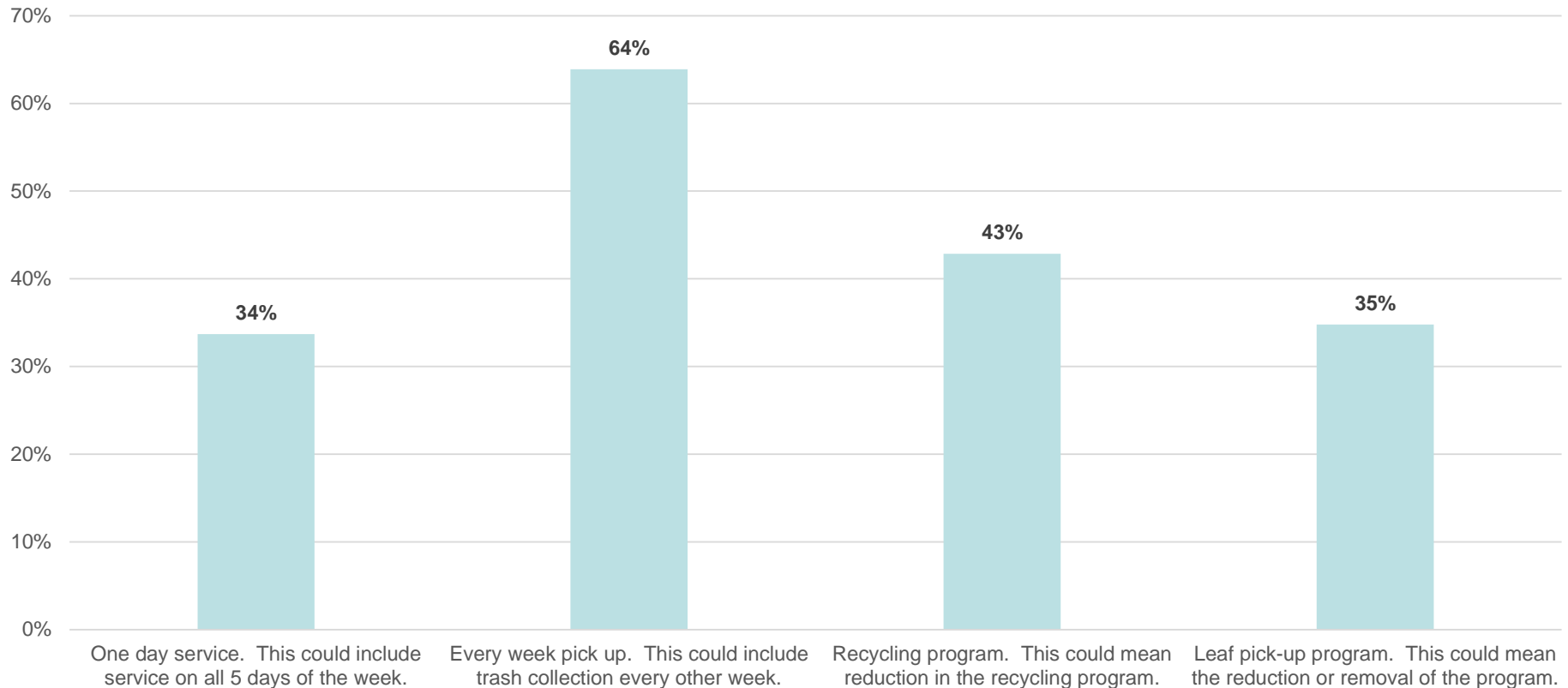


- **COST:** I would like trash service that provides recycling, trash, and yard waste removal at the **LOWEST** price possible. I do not care if this is paid through a levy or a direct bill.
- **BILLING:** I would like trash service that provides recycling, trash, and yard waste removal that is levy based, so I do not have to have a bill sent to me. I do not care if this costs more than my existing cost.
- **CHOICE:** I would like trash service that provides recycling, trash, and yard waste removal that I negotiate as an individual. I do not care if this costs me more than my existing cost.
- **CONSISTENCY:** I would like to keep trash service the same as it is now, even if the cost rises.

**63%** of people surveyed felt that cost was the most important consideration.

# Survey Layout / Questions | Payment Option Questions

14. In an attempt to reduce the cost of trash service, changes to the service model are being considered. What options would you NOT support changes to? (Please choose any items that you do NOT want to change)

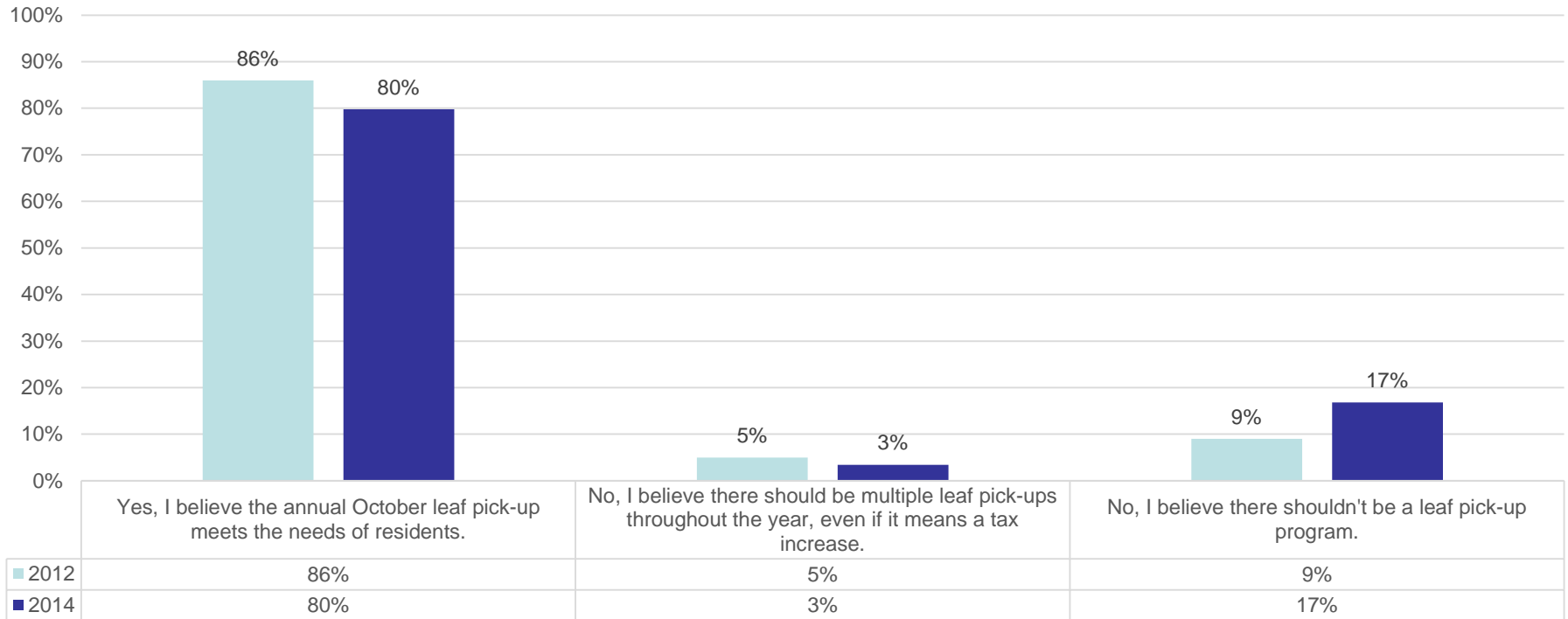




# Public Works Leaf Pick-Up

# Survey Layout / Questions | Public Works Leaf Pick-Up

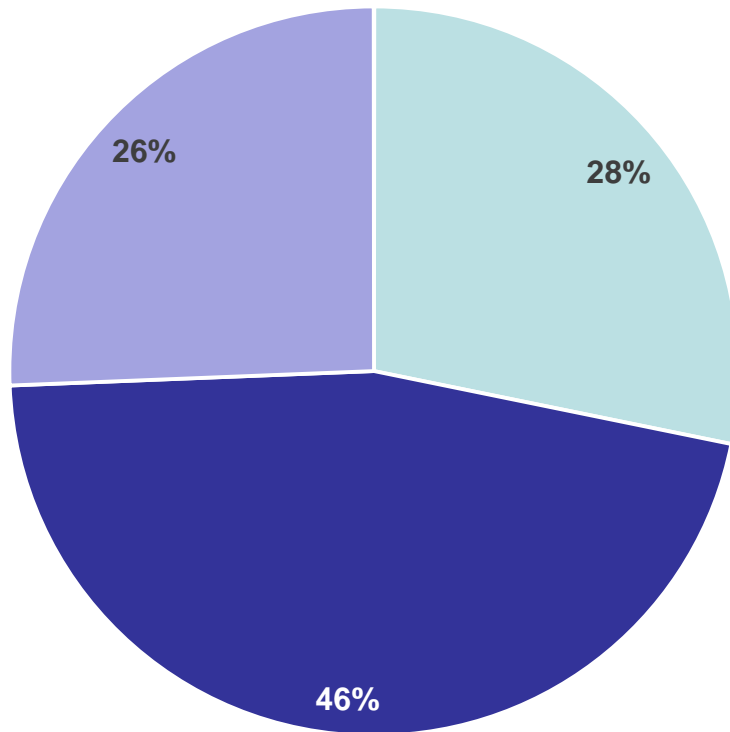
## 15. Do you feel that the current Miami Township Leaf Program is meeting the needs of the residents?



**80%** of people surveyed felt the Leaf Program was meeting the needs of residents

# Survey Layout / Questions | Public Works Leaf Pick-Up

16. The Miami Township Leaf Program costs residents \$85,000 per year to provide. Would you support funding this cost directly through a trash levy?



- Yes, I would support additional funds to support the continuation of the leaf pick-up program.
- No, I do not support any additional funds for leaf pick-up.
- No, I do not use the leaf pick-up program and would like to see it stopped.

**72%** of people surveyed either don't support funding or use the leaf pick-up program